

Child Support Bureau Update

**State Board of Accounts
Clerks of the Circuit Court State Called Conference
Sheraton Hotel at Keystone Crossing – Indianapolis, Indiana
June 12, 2019**

I. INvest

- INvest RFS, PMO RFS, IV&V RFS
- County Involvement for DDI
- Clean up of NIVD cases prior to INvest

II. FFY 2018 Performance Information Update (OCSE Preliminary Data)

	FFY 2018 Percentage	FFY 2018 Ranking	FFY2006 Ranking
• Paternity Establishment	105.17%	9 th	31 st
• Support Order Establishment	94.60%	2 nd	42 nd
• Current Collections	66.35%	20 th	43 rd
• Cases Paying on Arrears	72.38%	4 th	32 nd
• Cost Effectiveness	\$5.21	27 th	2 nd
Overall national rankings:	FFY 2018 – 6th		
	FFY 2017 – 8 th		
	FFY 2016 – 6 th		
			FFY 2006 – 35 th

III. Legislation

- Changes to Indiana’s emancipation age statute effective July 1, 2019
 - Indiana courts may order child support to continue past the child’s 19th birthday when the child is still attending high school full time and not otherwise considered emancipated.
 - Party to the child support case with a child between ages 17 and 19 may provide notice to the court requesting child support be ordered beyond age 19 in this situation.
 - Parents can ask that child support be continued in any Indiana child support case (IV-D or Non-IV-D).
- CSB will:
 - Send out a one-time mailing to IV-D case participants who may be immediately affected by this change.
 - Add information to the CSB website (childsupport.in.gov) regarding this statute change.
 - Work on guidance and any required system changes for how these cases will be handled in ISETS.

IV. Child Support Resource (CSR) Website

- Reminder to check CSR for important information frequently
 - **Weekly News** – Policy and program updates, changes to ISETS, plus information about how holidays will affect payments.
 - **Training opportunities** – Information on the scrolling marquee on the home page and there are direct links to sign-up by clicking the Training tile and choosing a date on the calendar on the right hand side.
 - **Training material** – Have a new staff member? Forget how to add a court order? Check out the training guides under the Clerk tab or the Training tile.
 - **Links to other relevant sites** – Use the CSR to find other sites, like the IV-D Claims site, the Self-Help Legal Center, INSCCU, etc.
 - **Policy** - Find policies and statutes on just about any child support subject.
 - **Contact List** – Find contact information for all CSB staff and units, other clerk and prosecutor offices, field consultants, and sheriff’s offices. Located on the lower right hand side of the page.
- Contact Angie Davis at Angela.Davis@dcs.in.gov if you have any questions.

V. Training Opportunities and Clerk Regional Meetings in 2019

- Clerks can now register for all CSB on-line and classroom trainings at INclass.dcs.in.gov
- **IV-D Claims Trainings** will be held on:
 - 6/20/19 – LaPorte County, 1621 S. Woodland Ave., Michigan City, IN
 - 9/18/19 – Vanderburgh County, 100 E. Sycamore Street, Evansville, IN
 - 11/21/19 – Allen County, 201 E. Rudisill Blvd., Suite 230, Fort Wayne, IN
 - 12/12/19 – CSB, 500 N. Meridian Street, Indianapolis, IN (if necessary)
- **Clerk Worker Basics Trainings** will be held on the following dates:
 - Tuesday, 7/16/19 - Clark County DCS Office, 1421 Youngstown Shopping Center, Jeffersonville, IN
 - Wednesday, 12/4/19 – CSB, 500 N. Meridian Street, Indianapolis, IN
 - **CSB Regional Meetings for Clerks** will be held on the following dates: **NEW****
 - 9/4/19 – Regions 1, 2, 3 – Plymouth Public Library, 201 N Center St, Plymouth, IN
 - 9/5/19 – Regions 14, 15, 18 – Brown County Govt Center, 201 Locust Lane, Nashville, IN
 - 9/10/19 – Regions 10, 11, 12 – Harrah Hoosier Park Racing & Casino, 4500 Dan Patch Circle, Anderson, IN
 - 9/12/19 – Regions 4, 6, 7 – Indiana Wesleyan University, 4201 S Washington St, Marion IN (additional instructions will be sent to the counties for this location with maps of the campus)
 - 9/17/19 – Regions 13, 16, 17 – Gasthof Amish Village, 6659 E Gasthof Village Rd, Montgomery, IN
 - 9/19/19 – Regions 5, 8, 9 – The Beef House, 16501 N St Rd 63, Covington, IN
- **County Security Administrator (CSA) Training**
 - Online annual recertification is now available for CSAs
 - Providing monthly CSA training webinars for newly hired CSAs and replacement CSAs.

VI. ASFE

- Notices were mailed to the NCP around mid-February for the 2019 ASFE charge due to the State. Payment was due to INSCCU by 4/30/18.
- If not paid, an ASFE income withholding order will be sent to the NCP's employer in July 2019 (a communication will be sent to inform counties when they are mailed out)
- 66% of IV-D ASFE monies collected by the county are due to the federal government as program income based on the information displayed on the ISETS Report, Annual Support Fee Monthly Distributions. This report is sent to the Clerk's REPORTSQ on the last physical business day of the month. Checks must be mailed to DCS AO (Rob Conrad) by 15th of the following month.
- **Adjustments to ASFE Balance Reminders:**
 - Add notes explaining why the balance on NONS ASFE subaccount was adjusted.
 - Do not remove a remaining ASFE balance owed to the State for current year when closing a case.
 - If case had a current support (CSUP) order and/or arrears owed on their case on 1/1/19, the ASFE is owed.
 - If the current support order should have been closed prior to 1/1/19 and there are no arrears owed on the case, then the ASFE should not have been charged and the balance for the current year should be removed.
- Clerks can only collect for ASFE charges still owing from the beginning of the court order through year 2011. ***ASFE charges from 2012 to present are due to the State.***
- Clerks should NOT be sending notices to NCPs for payment of any ASFE balances that contain the ASFE charges from 2012 to present.
- **NEW**** - NCPs who come in to pay the current year's ASFE to the Clerk should be informed that the payment is due to the State Child Support Bureau. A check or money order along with the ASFE coupon needs to be mailed to: INSCCU, P.O. Box 6271, Indianapolis, IN 46206-6271
- Based on 6-year statute of limitations (SOL), the time has elapsed for Clerks to be able to collect fees for any unpaid fees owed from 2011 and earlier. ***This is at the Clerk's discretion whether they want to collect the total amount or only collect what is due based on SOL.***
- The ASFE Balance Report on the ISETS Data Warehouse has an additional column titled 'County Portion of ASFE Balance Accrued 2011'. Since the 6-year SOL has elapsed, this column will list all balances as \$0.00. To obtain correct balances for collection of fees prior to 2012, you must use this report as the ASFE balance in ISETS could also include any remaining fees owed to the State from 2012 to present. You can request a copy of this report through your regional field consultant or the ISETS Help Desk.

VII. ISETS Monthly Bank Reconciliation

- The Clerk Cooperative Agreement requires ISETS bank reconciliation to be performed monthly and in a timely manner, and reconciliation should never be more than 3 months behind. **NOTE:** Not keeping bank reconciliation up-to-date could lead to payments accidentally being disbursed more than once.
- The ISETS Help Desk is available to help with your adjustment questions (note that incorrect adjustments can lead to reconciliation issues)
- Contact ISETS Help Desk with questions on bank reconciliation (1-800-876-4515 or [#isetshelpdesk@dc.in.gov](mailto:isetshelpdesk@dc.in.gov))

VIII. Credit/Debit Cards Statewide Service for Non-Custodial Parents

- State Website
 - Visa, Master Card, American Express, Discover
 - 2.25% convenience fee
- Accessible via IVR or Web (1-866-972-9427 or ChildSupportBillPay.com/Indiana)
- Advantages
 - Less Bank Reconciliation for Clerks
 - State responsible for recoupment on any fraudulent charges
 - E-disbursement for CPs
 - Typically cheaper for NCPs
- NEW** Updated Credit Card Statistics
 - Total amount processed on State website from December 2012 to April 30, 2019 – \$273.7 million (\$225 million as of 2018)
 - In 2018, \$64.2 million processed (\$55.4 million in 2017)
 - Average monthly numbers processed on the State website in 2018
 - Transactions – 30,277 (28,500 in 2017)
 - Amount processed - \$4.9 million (\$4.6 million in 2017)
- Contact your regional field consultant to obtain wallet cards with the various ‘Ways to Pay’ business cards (i.e., credit/debit card, check to INSCCU, cash payment options)
- NEW** CSB was working on a change of vendor for the credit/debit card payments last year. However, this has not been approved yet. We will inform the counties if and when this change is made.

IX. INSCCU (State Disbursement)

- INSCCU address information (P.O. Boxes) where payments are mailed to:
 - NCP Payments: INSCCU, P.O. Box 7130, Indianapolis, IN 46207-7130
 - Employer Payments: INSCCU, P.O. Box 6219, Indianapolis, IN 46206-6219
 - Annual Support Fee (ASFE) Payments: INSCCU, P.O. Box 6271, Indianapolis, IN 46206-6271
- Contact INSCCU vendor, Informatix at 1-844-298-3138 with payment processing questions for payments posted by INSCCU (user ID-SDUVNDR1)
- State Contract Manager over INSCCU – Nadine Reese. Nadine.Reese@dcs.in.gov. 317-789-8515 or 317-439-1213 (cell)
- Contact your regional field consultant to obtain wallet cards with the various ‘Ways to Pay’ business cards (i.e., credit/debit card, check to INSCCU, cash payment options)
- NEW** For NCPs or employers who are paying at the Clerk’s office by check/money order, please inform them of the correct INSCCU address listed above where future payments should be sent.

X. Cash Payment Options

- NCPs are able to make cash payments via money transfer companies like PayNearMe and MoneyGram.
- Fees Charged: Money Gram \$4.99 (walk-in to store – Receive Code 14658)
PayNearMe \$1.99 (register on website to get a bar code before going to store - www.paynearme.com/indiana)
- **UPDATED STATS**
 - Money Gram began August 2016 – 9,002 payments - \$1,680,316.57 as of 4/30/19
 - Money Gram locations: Walmart, CVS, Kroger
 - PayNearMe began July 2017 – 2,597 payments - \$520,811.77 as of 4/30/19
 - PayNearMe locations: CVS, Casey’s General Store, Family Dollar, 7-Eleven
 - Total NCP Cash Payments (retail locations) – 4,790 payments - \$932,721.54

XI. IV-D Expenditure Portal

- April 2019 Release
 - Final phase of IBM upgrade to get Portal software to the latest version.
 - Update includes features such as new Portal view, better security, and improved responsiveness.
- Any issues or questions about using this application, contact David Buckley (CSBACRequest@dcs.in.gov or 317-232-3039)
 - Contact CSBACRequest@dcs.in.gov if you have not been trained and need to be set up in the Portal.

XII. Upcoming Incentive Roundtable Meetings

- July 9, 2019 – Vanderburgh County, 100 E Sycamore St, Evansville, IN
- July 10, 2019 – Ripley County, 531 W US 50, Versailles, IN
- July 16, 2019 – LaPorte County, 1621 S Woodland Ave, Michigan City, IN
- July 17, 2019 – Tippecanoe County, 250 Main St, Ste 301, Lafayette, IN
- July 23, 2019 – Delaware County, 3600 W Kilgore Ave, Muncie, IN
- July 24, 2019 – Allen County, 201 E Rudisill Blvd, Ste 230, Fort Wayne, IN

XIII. Financial Updates –Reminders

- Available Guidance on the Child Support Resources Website (CSR) under ‘IV-D Claims – Incentives’ link
 - Administrative Claiming Guide
 - Claim Training Documents
 - Links to Federal Guidelines
 - Most Recent County Quarterly Incentive Balances
 - Guidelines for Meetings and Conference Expenditures
 - Updated Federal Rules Regarding Use of Vehicles as a Fringe Benefit
 - Personnel Expenditures Documentation Requirements Power Point and Guidance
 - Paying Bonuses and Other Fringe Benefits Guidance
 - Construction/Major Renovation Costs Guidance
 - Inventory Listing Guidance
 - Self-Insured Health Insurance Guidance
- Financial Quality Assurance (QA) Reviews
 - These continue statewide. If your county is selected, you will be contacted with an information request and scheduling information.
 - 2019 started the 2nd three-year cycle for QA Reviews.
 - A Risk Assessment System has been implemented to help determine areas that will need more attention and scrutiny within the IV-D county offices.
- Cash Basis
 - Monthly expenditures reported on the MEC and incentive expenditures reported on the QIE need to be done on a **cash basis** (item has already been paid by the County Auditor).
 - Example: Invoice for a monthly expenditure is sent to the Auditor for payment on 5/29/19. Auditor does not pay the invoice until 6/7/19. The expenditure should not be included on your May MEC but on the June MEC because that is when funds were actually expended by the County Auditor’s Office.
- Funding Streams
 - Federal Financial Participation (FFP) reimbursement at 66%
 - Performance Based Incentives (Funds 8895 and 8899)

- Incentive Rules/Guidelines
 - May only be used for IV-D expenditures
 - Purpose is to improve the IV-D program
 - Must be used to supplement **not** supplant Title IV-D child support budgets (See 45 CFR 305.35 Reinvestment)
 - Types of costs eligible to be paid with FFP and incentives are basically the same (See 45 CFR 304 and 45 CFR 75)
 - Expenditures must be appropriate and reasonable; only relatively few items are specifically prohibited
 - Expenditures of incentives are not reimbursable
 - CSB encourages county officials to collaborate on spending from all incentive accounts
 - Expenditures do not require appropriation by county fiscal body (*unless increasing \$ for an elected official*) See IC 31-25-4-23(b)
 - Expenditures must meet county rules for spending
 - Can transfer between regular incentive funds using Incentive Funds Transfer Agreement on CSR

XIV. Parenting Time Update

- Parenting Time HelpLine
 - Monday-Friday, 11:00 a.m. – 6:00 p.m. (ET)
 - 844-836-0003
- 2019 Parenting Time Calendar and Spanish-English Parenting Time Guidelines – Available from CSB; ask your Field Consultant